

# NIH Help Desk Monthly Summary Report

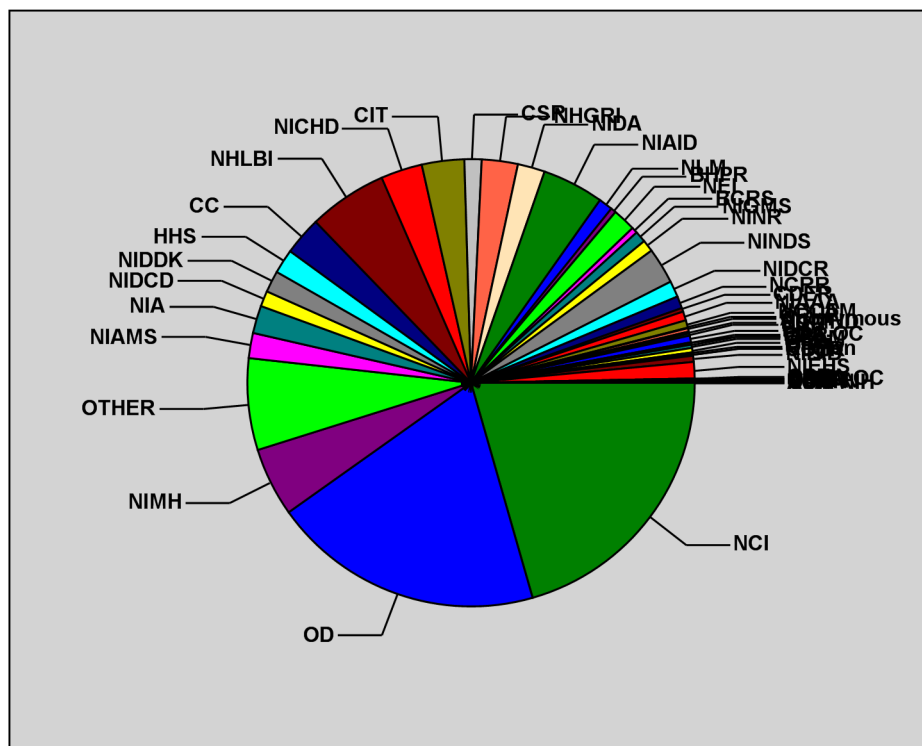
For the period: Saturday, August 01, 2009 12:00:00 AM to Monday, August 31, 2009 11:59:59 PM

[Tickets by Category Summary](#), [Source Summary](#), [Tickets Closed and Unresolved](#).



Snapshot Date: 9/1/2009 6:46:11 AM

**Tickets by IC**



Anonymous	0.25 %
AoA	0.00 %
BCRS	0.43 %
BHPR	0.38 %
CBER	0.06 %
CC	2.77 %
CDER	0.27 %
CDRH	0.05 %
CFSAN	0.03 %
CIT	3.06 %
CQ	0.03 %
CSR	1.24 %
CVM	0.00 %
FDA-OC	0.08 %
FIC	0.48 %
HHS	1.76 %
HRSA-OC	0.05 %
HSB	0.16 %
NCCAM	0.54 %
NCI	20.56 %
NCMHD	0.14 %
NCRR	0.88 %
NCTR	0.00 %
NEI	1.66 %
NHGRI	2.60 %
NHLBI	5.68 %
NIA	2.00 %

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NIAAA	0.65 %
NIAID	4.45 %
NIAMS	1.82 %
NIBIB	0.44 %
NICHD	3.00 %
NIDA	1.97 %
NIDCD	1.13 %
NIDCR	1.17 %
NIDDK	1.55 %
NIEHS	1.18 %
NIGMS	0.82 %
NIMH	4.97 %
NINDS	2.60 %
NINR	0.85 %
NLM	1.01 %
NON-NIH	0.00 %
OD	19.61 %
OFAM	0.24 %
OFM	0.11 %
OFPO	0.00 %
OHIT	0.01 %
OIHA	0.02 %
OIM	0.00 %
OL	0.01 %
OM	0.06 %
OMH	0.02 %
OPE	0.01 %
OPR	0.08 %
ORA	0.31 %

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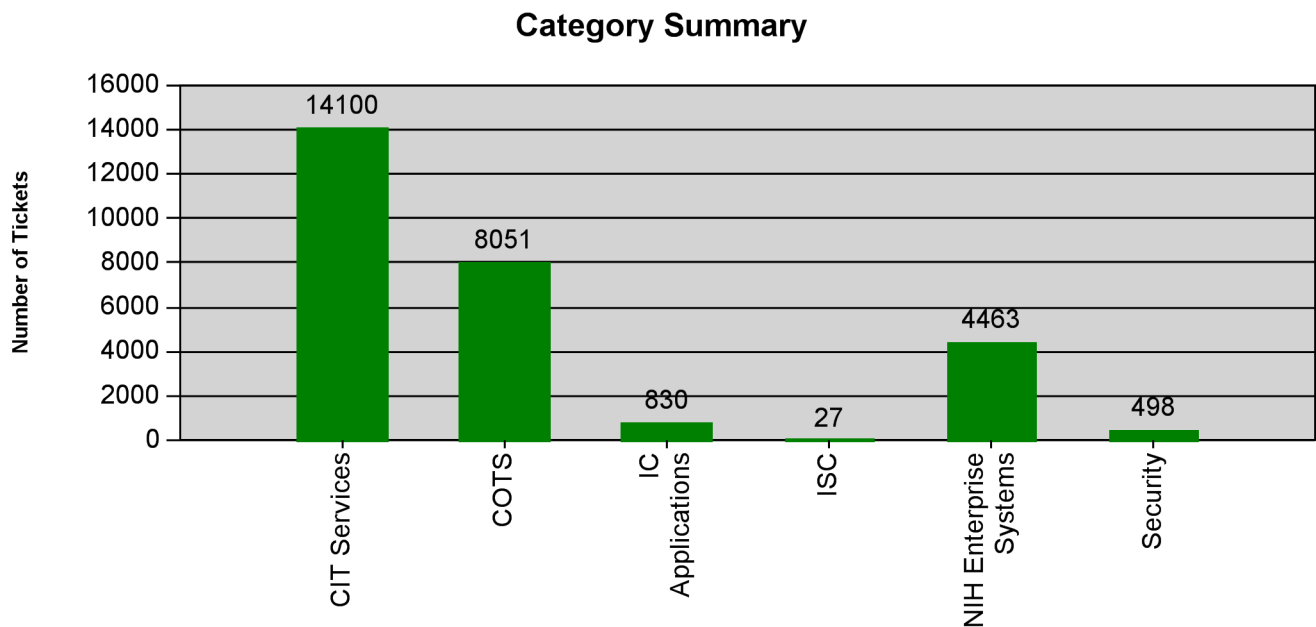
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ORHP	0.04 %
OTHER	6.62 %
Region	0.08 %
VA	0.02 %



Categories have been grouped to simplify the presentation of the data. See the last page for a breakdown of the category groups.

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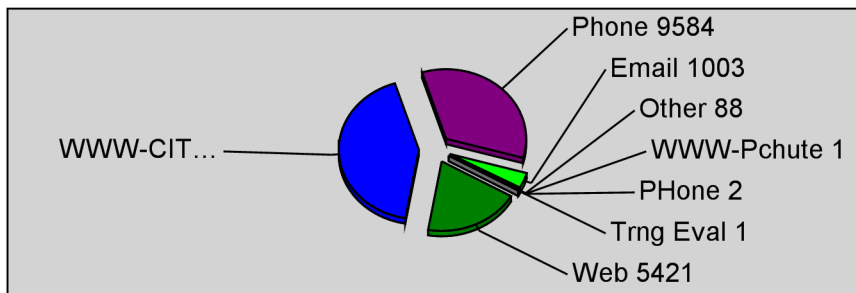
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**Total Tickets: 27969**

### Ticket Sources



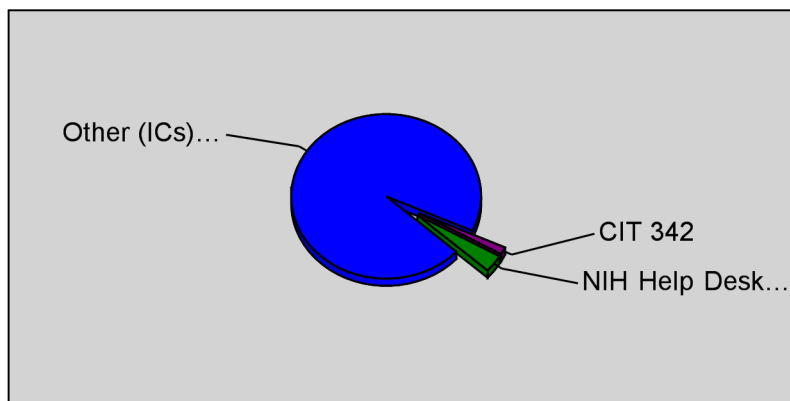
Email	3.59 %
Other	0.31 %
Phone	34.27 %
Trng Eval	0.00 %
Web	19.38 %
WWW-CIT	42.44 %
WWW-Pchute	0.00 %

**Total: 100.00 %**

**Total Tickets Closed: 23380**

\*Note - includes closed no response

### Tickets Closed



CIT	342	1.46 %
NIH Help Desk	799	3.42 %
Other (ICs)	22239	95.12 %
<b>Total:</b>	<b>23380</b>	<b>100.00 %</b>

**Total Tickets Unresolved: 4588**

Note:

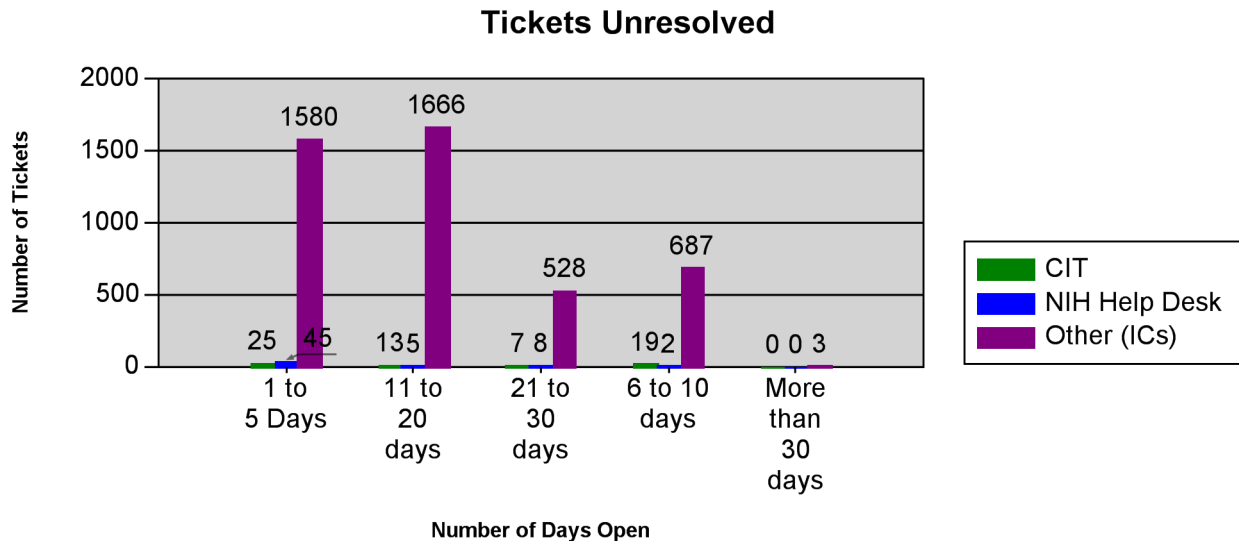
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Tickets assigned to the NIH Help Desk, other CIT divisions and Other (ICs). These tickets were Opened within the selected period and are still Open as of the Snapshot Date.

### Detailed Breakdown of Category Summary

CIT Services		14100
Accounts		7993
ASR		6
Back Office Support		1424
CIT Categories		184
CIT Categories Aspect		1
CIT Categories Knova		1
CIT Categories Remedy		30
CIT Categories-General Information		5
Conference Room Support-Equipment Setup		186
Conference Room Support-Monitor Conference		4
Conference Room Support-Reserve		8
Connectivity		521
DCS 7x24		1

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Email	1605
General Information	751
Hardware-Phones	1
Helix Support	21
iSDP/Software Distribution	10
NECS	2
NIH Cabling Infrastructure-Cabling	1
NIH Cabling Infrastructure-IGDB Support	2
NIHnet	154
OS/390	20
Telecommunications	385
Training	41
Unix Support	23
Video	82
Wireless Services	638
<b>COTS</b>	<b>8051</b>
Application Support	3566
Hardware	4485
<b>IC Applications</b>	<b>830</b>
CC Clinical Applications	149
CC Clinical Applications-ATV	10
CC Technical Operations	20
E-Grants	2
Local LAN	440
OIT Categories	3
Web Site Issue (non-CIT)	206
<b>ISC</b>	<b>27</b>
ISC	27
<b>NIH Enterprise Systems</b>	<b>4463</b>
ADB	294

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Capital HR Change Management	1
Capital HR Func App Suppt	4
Capital HR Interface	1
Capital HR Non-App Specific	4
Capital HR Reporting	2
Capital HR Security	16
Capital HR Technical	4
Capital HR User Error	4
Capital HR Workflow/Worklist	1
eRA-COMMONS	879
eRA-DB	19
eRA-External	491
eRA-Grants Management	81
eRA-IMPAC II	121
eRA-Infrastructure	33
eRA-Partnership Issues	6
eRA-Referral and Review	67
eRA-Reporting	7
eRA-Software BA	4
eRA-Training	2
eRA-UAT	3
GovTrip User Call	88
ITAS	409
NBS Enhancement	1
NBS-Sandbox	2
NBS-User Call	1192
NED	490
NIH Data Warehouse	40
NIH Services	150

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NVision	47
<b>Security</b>	<b>498</b>
Anti Virus SW	32
Security	466
<hr/>	
<b>Grand Total:</b>	<b>27969</b>